



Georgia Technology Authority

FY'15 Annual Georgia Felon Search Survey Report

FY'15 Annual Georgia Felon Search Survey

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Executive Summary

The FY'15 annual survey for Georgia Felon Search was conducted in January, 2015. The survey results indicate a customer satisfaction rating of 100% overall.

This was the sixth annual survey conducted for the purpose of measuring and improving customer satisfaction of the Georgia Felon Search service. This year's survey allowed the Office of Data Sales to continue to build upon information that was obtained in previous years, and discover what factors influence usage of the service.

The survey results were categorized into key requests and suggestions. The Georgia Technology Authority responses to these have been documented for future reference.

These annual surveys have continued to help the Office of Data Sales maintain a "world class" customer satisfaction rating every year.

Background & Objective

Georgia Law - O.C.G.A. 35-3-35C - allows criminal history record information showing in-state felony convictions, pleas and sentences to be requested and released electronically without fingerprint comparison or consent of the person whose record is requested.

Background:

The Georgia Technology Authority, in partnership with the Georgia Bureau of Investigation, offers the Georgia Felon Search service. This service provides Internet access to query the database containing state felony conviction records.

Georgia Felon Search allows customers to submit an online search to the Georgia Crime Information Center (GCIC) and verify whether individuals have been convicted of felony offenses in the State of Georgia. The reason for conducting a search may be for business or personal usage.

Objective:

Assess customer satisfaction for FY'15 and maintain a "world class" customer satisfaction rating of 95+% for Georgia Felon Search.

Methodology

Based upon the methodology established in previous years for customer service improvement, Office of Data Sales has followed the same steps in conducting the FY'15 survey.

The purpose was to gain insight from the customers' perspective on where improvements can be made, as well as uncover any additional ideas for services they would like to see added to our offerings.

Survey responses for Georgia Felon Search were collected via phone calls directly to the customers. Their comments were categorized into major requests and suggestions. The results were analyzed, and standard responses were formulated.

Details of these discussions were recorded to be considered as potential future enhancements.

Survey Results

The survey was received by all of the Georgia Felon Search customers who have established a billing account and used the service within the past year.

A total of five survey responses were documented, which made up a 36% response rate among billable customers. The survey results indicate a customer satisfaction rating of 100% overall.

The details of the survey are listed in the Appendix.

The results were categorized into the following key customer requests and suggestions:

Key Requests / Suggestions:

- Some customers mentioned they would like to access more detailed criminal information online, such as with Florida's model.
- A few customers reported they would like other services such as a list of professional licensees in the state of Georgia, and GIS data.

Survey Results

Standard responses to customer suggestions plus feedback to these are listed below:

Customer Request

- Some customers mentioned they would like to access more detailed criminal information online, such as with Florida’s model.

GTA Response

Thank you for the suggestion. Georgia’s policy states that only felony convictions are open records. We will continue to work with the Georgia Bureau of Investigation to make any possible enhancements to the service, including any additional criminal data.

- A few customers reported they would like other services such as a list of professional licensees in the state of Georgia, as well as GIS data.

Thank you for the feedback. These services are currently being investigated.

Conclusion

The Office of Data Sales concludes that these surveys are an effective means to obtain customer feedback and measure the satisfaction level with services over time.



Additionally, the customer suggestions lead to exploring new products that will meet customer needs.

Finally, the Office of Data Sales annual customer surveys help Georgia Technology Authority achieve its customer satisfaction goals and elevate the level of satisfaction experienced by Georgians when interacting with their state government.



The results of the FY'15 Survey again indicate that there is high satisfaction associated with this offering. Office of Data Sales will continue to solicit feedback from customers and work to improve the service based on customer-focused enhancements.

Appendix

How would you rate the service?


| | | Response Percent | Response Count |
|-------------------------------------|--|------------------|----------------|
| Very helpful, has everything I need |  | 20.0% | 1 |
| Somewhat helpful |  | 80.0% | 4 |
| Not helpful at all | | 0.0% | 0 |
| answered question | | | 5 |
| skipped question | | | 0 |

What influenced your decision to use Georgia Felon Search? Check all that apply.





| | | Response Percent | Response Count |
|------------------------|--|------------------|----------------|
| Convenience |  | 60.0% | 3 |
| Price | | 0.0% | 0 |
| Prior Use | | 0.0% | 0 |
| Official state source |  | 40.0% | 2 |
| Ease of Use | | 0.0% | 0 |
| Other (please specify) | | 0.0% | 0 |
| answered question | | | 5 |
| skipped question | | | 0 |

Appendix


Please describe the reason for your search, and how can we make the service better for you?

| | | Response Percent | Response Count |
|---------------------------------|--|------------------|----------------|
| Business use (using it at work) |  | 100.0% | 5 |
| Personal use | | 0.0% | 0 |
| answered question | | | 5 |
| skipped question | | | 0 |

How often would you expect to use Georgia Felon Search?




| | | Response Percent | Response Count |
|---------------------|--|------------------|----------------|
| Every day |  | 20.0% | 1 |
| A few times a week |  | 20.0% | 1 |
| A few times a month |  | 20.0% | 1 |
| A few times a year |  | 40.0% | 2 |
| Never | | 0.0% | 0 |
| answered question | | | 5 |
| skipped question | | | 0 |

Would you be interested in accessing the Georgia Felon Search service from a mobile device?

| | | Response Percent | Response Count |
|-------------------|--|------------------|----------------|
| Yes | | 0.0% | 0 |
| No |  | 100.0% | 5 |
| answered question | | | 5 |
| skipped question | | | 0 |



Appendix

Please select if you would like to see any of the following services be offered. (Check all that apply)



| | | Response Percent | Response Count |
|--|--|-------------------|----------------|
| Reserving personalized license plates online | | 0.0% | 0 |
| Service to search for the popularity of auto make / models by geographical areas | | 0.0% | 0 |
| Geospatial Information System (GIS) Data (ai. aerospace view of roads, etc.) |  | 50.0% | 1 |
| Website to view a list of professional licensees in Georgia by industry |  | 50.0% | 1 |
| Other (please specify) |  | 50.0% | 1 |
| | | answered question | 2 |
| | | skipped question | 3 |

Appendix

Would your business be willing to offer discounts to students, teachers, and state retirees?

| | | Response Percent | Response Count |
|---|--|---------------------|-------------------|
| I would not be interested in the discount program. |  | 80.0% | 4 |
| Yes, I would be interested in offering discounts (Please provide your contact information below.) |  | 20.0% | 1 |
| | | answered question | 5 |
| | | skipped question | 0 |

Would you be interested in participating in a new product idea session?

| | | Response Percent | Response Count |
|--|--|---------------------|-------------------|
| I would not be interested in participating in a new product idea session. |  | 60.0% | 3 |
| Yes, I would be interested in participating in an idea session. (Please provide your contact information below.) |  | 40.0% | 2 |
| | | answered question | 5 |
| | | skipped question | 0 |

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